



# TECHNICAL SERVICES

## FULL SERVICE...

### PEACE OF MIND WHEN YOU NEED IT MOST

ASP's Full Service option delivers great value and business hours support. We are committed to resolving your technical issues as quickly as possible to help ensure optimal performance and minimize impact to your day-to-day operations.

ASP's Full Service includes:



- **Planned Maintenance (PM)** is performed at intervals, or as determined by unit cycles, as prescribed by the ASP System User's Guide. The Full contract provides parts, labor and travel for two PMs.
- **Corrective Maintenance (CM)** includes next available opening service and support Monday - Friday from 7 am - 7 pm with unlimited non-user error CM. Includes parts, labor and travel.
- **Unlimited ASP Technical Service Representative (TSR) support** including system diagnostics, telephone troubleshooting assistance and dispatch of on-site support as needed. Available Monday - Friday from 7 am - 7 pm.

ADVANCED STERILIZATION PRODUCTS

Division of Ethicon, Inc.

a *Johnson & Johnson* company



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If you are a healthcare facility that can operate with your equipment down for more than 24 hours, the Full Service option from ASP may be right for you. It offers business hours protection at a great value.

## FULL SERVICE PROGRAM DETAILS

<b>Technical Support</b>	All service agreements come with unlimited ASP technical service support including system diagnostics, telephone troubleshooting assistance, and scheduling/dispatch of on-site support as needed.
<b>Technical Support Availability</b>	Technical support is available Monday through Friday, 7 am – 7 pm in your time zone (excluding national holidays)
<b>Planned Maintenance (PM)</b>	All PMs required as specified in the System Service Guide must be performed. All necessary parts, labor and travel for 2 PMs performed by ASP Technicians are covered. Scheduling a PM visit is easy — simply call ASP at 1-888-783-7723.
<b>Corrective Maintenance (CM)</b>	Full Service customers are entitled to an unlimited number of non-user error CM calls with next available opening service and support Monday - Friday, 7 am - 7 pm.
<b>Product System Improvements</b>	Mandatory and non-mandatory product system improvements are covered (does not include feature upgrades).
<b>Parts Discount</b>	N/A (All parts are included.)
<b>Service Order Reports</b>	Upon request, you will receive a detailed service report consisting of a description of the problem and an itemized list of parts replaced, as well as any labor action in order to keep the best track of your system's performance.

Scheduling planned or corrective maintenance is easy - simply call ASP at 1-888-783-7723.



Protecting Lives Against Infection™

Advanced Sterilization Products (ASP), division of Ethicon, Inc., a Johnson & Johnson company, has a long track record of designing and delivering innovative infection prevention solutions that dramatically raise the level of healthcare and safety for those who matter most. ASP's pioneering technology, global distribution, and established leadership position enable it to simplify the process of buying and operating infection prevention products and services every day, for thousands of medical facilities around the world. This in turn enables its customers to focus on what they do best — preventing infection and saving lives.

For more information, including complete terms and conditions, please contact ASP Technical Services at 888-783-7723 or visit [www.aspjj.com](http://www.aspjj.com).